Job description

Job title: Housing Officer - Tenancy Management
Directorate/Team: Communities and Housing
Reporting to: Housing Team Leader - Tenancy Management
Salary scale point: Grade 5
DBS requirement: Basic

Job purpose

Initially this role will be focused upon compliance related work for Gas and Electrical safety, this could involve attending court and executing warrants and attending surveys. After this point you will focus on tenancy management responsibilities.

Within the framework of the neighbourhood model, council policy and appropriate legislation, provide council tenants with information, advice, and guidance in order to support and enable them to sustain their tenancies and contribute to the maintenance of a safe neighbourhood.

Key corporate accountabilities

- Work creatively and collaboratively with other council colleagues, community networks and tenants to secure additional resources to develop, enable and deliver estate improvements.
- Work with tenants, contractors and other providers to maintain and improve the council's housing property portfolio and ensure it is in the best possible condition during its occupation and on hand over to new tenants.
- Reviewing policies and procedures regularly but be prepared to apply professional judgement in order to work with innovation, flexibility and to adopt practical outcome focussed approaches.
- Actively contribute to service improvement by participating in working groups and trialling ways to improve services and participating in discussions at all forums to achieve better outcomes for all customers.
- Be responsible for mentoring and training new members of staff as required.
- Using customer insight, deliver effective and timely communications, in a variety of formats, to customers and other parties.
- Liaise and work positively with internal and external teams and agencies, including the police and social services and in turn, promote positive and effective partnership working with all stakeholders.
- Encouraging and proactively developing, supporting and empowering active tenant and leaseholder groups.

- Attend and positively input into meetings outside of normal working hours as and when required.
- To positively promote and empower resident involvement and encourage participation by a diverse cross-section of residents within our neighbourhoods.
- Contribute and respond effectively to queries from MPs and Councillors.
- Collect and update data and IT systems to aid performance monitoring.
- Prioritise and plan work effectively maximising time and other resources available and ensure performance targets, outputs and outcomes are met.
- Comply with council's health and safety policy ensuring the use of the lone worker system when out on visits.
- Actively and positively contribute to team working, problem solving and decision making in the team.

Key service-related accountabilities

- To provide a needs led, proactive tenancy management service producing the best possible outcomes for tenants, and other stakeholders.
- Encourage and support people to make informed, practical and achievable decisions about their housing options and solutions.
- Provide or signpost to appropriate support to tenants dealing with housing and housing related issues through serious life events.
- With the support of the Team leader manage a case load of tenancy management issues by assessing risk and using discretion and guidance to develop interventions in partnership with tenants, aimed at ensuring tenancies are sustainable prioritising and targeting resources to achieve results.
- In particular, on a needs basis carry out visits as required to support and help sustain successful tenancies including:
    - Introductory tenancy appraisal visits.
    - Secure settling in visits.
    - Carry out risk-based tenancy inspections.
    - Other visits pursuant with the management of tenancies and maintenance of properties and estates.
    - Take responsibility and be accountable for reporting health and safety and safeguarding concerns or issues and to be vigilant when out and about on our estates.
- On a needs/risk basis monitor rents accounts and other indicators determining the health of the whole tenancy.
- Take responsibility for reporting communal neighbourhood repairs and any other concerns relating to the tenancy, property or estate in particular with regard to safeguarding.
- Secure specialist or additional support as required to ensure the health of the tenancy and /or work with the tenant to provide options such as safe surrender of the tenancy or other bespoke solutions (e.g. transfers, mutual exchange, other support).

General requirements

- Post holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.
- Duties and responsibilities must be carried out in accordance with relevant Norwich City Council policies and procedures, within legislation and any code of professional ethics of relevant professional body.
- All employees are expected to maintain a high standard of customer care in the context of the council's core values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in personal learning and development necessary to the post.

These may change in consultation with the postholder.

General details

Date document last reviewed/version: April 2025

Person specification

Information for applicants

Job title: Housing Officer (Tenancy Management)

Knowledge and experience

Essential

- Working in a housing focused service or a similar/associated role.
- Working in a similar field resulting in the development of expertise.
- The concept of social housing and the role of the council as the landlord.
- Knowledge and understanding of rights and responsibilities of introductory and secure tenants
- Awareness of the principles of contract and project management.
- Understanding of an outcomes and solutions approach to work
- Good IT skills.
- Be able to proactively manage and deliver excellent customer service.

Qualifications

Essential

- A good general level of education at GCSE A/AS level or higher or equivalent.
- Evidence of continued professional development

Skills and abilities

Essential

- Operate a PC, use of standard Microsoft Office software.
- Ability to develop competence in the use of new software necessary for the management of the council's housing stock and tenancies.
- Work positively with and motivate resident groups.
- Prioritise work in accordance with service needs.

- Ability to convey empathy with residents/groups avoiding imposing own values and attitudes.
- Operate within policies and procedures but with the capacity to apply professional judgement.
- Approach work in an organised methodical way with excellent attention to detail.
- Complete tasks and respond to residents enquiries.
- Work in a self–motivated environment but also contribute effectively to the needs of the team.
- Be committed to neighbourhood issues and resident's needs.
- Communicate effectively with people on a variety of levels.
- Speak to groups, to make representations and lead where necessary.
- Put complex issues into clear simple language, with good use of language and grammar.
- Contribute to the work of the Neighbourhood Services Team.
- Contribute to required standards and ensure effective team behaviour (working in accordance with council values and the council's Code of Conduct).
- Work in a fast paced environment with shifting priorities.

Organisational competencies

The council has four competency areas based on the four values:

- Pride
- Accountability
- Collaborate
- Excellence.

Each competency has performance standards along with examples of expected behaviours. Listed below are the competencies for employees.

Pride

We will take pride in what we do and demonstrate integrity in how we do the following things.

- You work to positively promote the services the council delivers and to find solutions that will have the best outcome.

Accountability

We will take responsibility, do what we say we will and see things through.

- You take accountability for the decisions you make, ensuring that if you agree to undertake a bit of work that you deliver. If you cannot deliver it, you are honest about the reasons why and seek support as and when needed.

Collaborate

We will work with others and help people to succeed.

- You work collaboratively with both internal and external colleagues to deliver the best result for our tenants.

Excellence

We will strive to do things well and look for ways to improve and learn.

- You actively seek ways to improve your approach and take advantage of training opportunities which will develop your skill set.